

# **C.O.A.C.H. for Success:**

## **How to Hold Performance Conversations Like a Pro**

### **C** - Commit to holding the conversation

- Know and follow your organization's policies
- Consider the possible underlying circumstance(s)
  - i. Unclear expectations?
  - ii. Lack of skills?
  - iii. Lack of motivation?
  - iv. Lack of insight?
  - v. Environmental factors?
- Be curious about the reasons behind the behavior
- Identify what a "win" may look like from both perspectives
- Arrange to meet in a private location

### **O** - Outline the desired outcome

- State your good intentions
- Establish a common goal and mutual respect
- Confirm the "win" from the employee's perspective

### **A** - Address the area of concern

- Share what you have observed
  - i. Actions vs. judgments
  - ii. Specifics vs. generalities
- Take responsibility for your actions, if needed
- Seek employee's viewpoint

### **C** - Communicate to achieve understanding

- Maintain safe, open environment
- Watch for signs of silence or violence

### **H** - Hold each other accountable

- What? By when?
- Clarify expectations and consequences
- Follow-up